
Overview

There are seven elements in this unit:

The elements are:

1. Write basic text in limited, familiar work situations

You can write short, basic phrases on a small number of familiar topics well enough to be understood, though there may be grammatical errors. You could state the time and place of a meeting, your wishes for accommodation or your personal likes and dislikes. Important communications will need to be checked, and you may need a template to adapt for all but the shortest messages.

2. Write predictable text in familiar work situations

You can write simple text to carry out familiar tasks using words and set phrases with a small number of sentences, some of which may be memorised. You write accurately when providing personal details, writing lists or completing simple forms or questionnaires. However, you will need to use a template and get text checked when accuracy is important, for example when writing short, formal messages.

3. Write routine text in familiar, everyday work situations

You can produce short texts, combining set phrases and familiar language. You may make some grammar and spelling errors when writing outside your range, and you will need the support of templates and reference material for formal text. You can create standard formal letters (e.g. to enquire about availability or make orders), write a brief CV and write informal e-mails.

4. Write varied text on a range of work topics

You can write text (1-3 pages) for work and social purposes on a range of topics, adapting your style for formal and informal situations. You may make some grammatical errors when writing on unfamiliar subjects, but your text is generally clear for the reader. You can produce a range of business correspondence, maintain relationships informally through e-mail correspondence, write short reports, descriptions or accounts and produce operating instructions for familiar pieces of equipment.

5. Write extended text on a wide range of work topics

You can write at length and present arguments on a wide range of topics. You write appropriately for different audiences, and are mainly accurate, though your style may be a little awkward at times. You could maintain a business relationship through e-mail, provide detailed product or service information and write reports or work plans within your own area of expertise.

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Write

6. Write complex text on a wide range of work topics

You can write fluently, clearly, accurately and convincingly in a range of styles, for different audiences, on complex topics. This may include complex reports and proposals within your own area of expertise, product or service information, complex advice or instructions within your area of work, and the exchange of complex business and social correspondence.

7. Write complex and specialist text on all relevant work topics

You can write complex text to deal with a full range of professional activities. You have a comprehensive grasp of the language and can produce complex and specialised documents, reports, proposals and correspondence. You write fluently and present arguments persuasively on a full range of topics and in different styles as needed.

Performance criteria

You must be able to:

Write basic text in limited, familiar work situations

- P1 write short notes and e-mails or other messages
- P2 start and end short formal and informal messages politely
- P3 write a short e-mail or letter to introduce yourself
- P4 say thank you and sorry when appropriate
- P5 give basic information
- P6 ask and answer basic questions
- P7 make basic requests
- P8 say what you want, like or prefer and dislike

Write predictable text in familiar work situations

- P1 write brief formal and informal short letters, e-mails and messages, starting and ending them politely
- P2 convey thanks and apologies
- P3 ask for and provide simple information
- P4 make simple requests
- P5 give simple instructions or directions
- P6 write simple wishes, feelings/opinions, needs and preferences
- P7 write accurately when using simple, familiar words and phrases

Write routine text in familiar, everyday work situations

- P1 write routine formal and informal messages, using the right form of address and starting and ending correctly
- P2 provide brief, routine descriptions or explanations
- P3 provide information about past, present or future events
- P4 make routine written enquiries, requests and invitations
- P5 write routine instructions or advice
- P6 express everyday opinions, feelings, wishes, needs and preferences
- P7 write accurately when using familiar words and language structures

Write a varied text on a range on work topics

- P1 write formal and informal messages, e-mails and letters
- P2 adapt the formality of your language to suit the context and your relationship with the reader
- P3 provide detailed information, descriptions or explanations
- P4 write about past, present, future and possible events
- P5 give detailed instructions or advice

- P6 make enquiries, requests or invitations
- P7 express beliefs, opinions, feelings, wishes, needs and preferences
- P8 maintain fluency and accuracy when writing on familiar topics
- P9 informally relay information into this language from your own

Write extended text on a wide range of work topics

- P1 produce a wide range of work-related and social correspondence
- P2 present factual information, express ideas and opinions and set out supporting arguments on a range of topics
- P3 make proposals and draw up plans
- P4 give instructions or advice
- P5 adapt your style and use technical language as appropriate to the subject matter and the context
- P6 produce accurate, extended passages of text
- P7 informally relay information into this language from your own

Write complex text on a wide range of work topics

- P1 write for all aspects of your work within your area of expertise
- P2 present complex information, express complex ideas and opinions and write persuasively on a range of topics
- P3 draw up detailed proposals and plans, setting out benefits and disadvantages
- P4 provide complex information and advice
- P5 write idiomatically and adapt your style to suit the subject matter, context and your relationship with your reader
- P6 select vocabulary and structures to express meaning clearly and succinctly
- P7 write text of any length accurately, logically and fluently
- P8 informally relay information into this language from your own

Write complex and specialist text on all relevant work topics

- P1 write for all aspects of your work
- P2 provide complex and specialist information
- P3 debate complex arguments, theories and ideas
- P4 draw up or discuss specialist proposals and plans
- P5 provide specialist instructions or advice
- P6 produce extended passages of text which are logically constructed, coherent, completely accurate and of a standard suitable for publication
- P7 select and adapt your style of language to suit the topic and the intended reader, and to make the impact you want
- P8 convey information informally across languages

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Write

Knowledge and understanding

You need to know and understand:

BASIC

Vocabulary

- K1 a small number of words/signs in everyday use
- K2 the most important words/signs needed for your work
- K3 basic everyday connectors (e.g. 'and', 'but')
- K4 a small number of set phrases/signs expressing politeness (e.g. please and thank you, introductions, forms of address, greeting leave-taking)
- K5 days of the week, months, time, yesterday, today and tomorrow
- K6 basic numerical terms (e.g. can use 1-20 and understand 1-60)

Grammatical forms

- K7 short expressions to convey a small number of verbs in the present:
 - K7.1 I'd like /I want; I/you like/prefer; I/you have; it's... (e.g. hot/broken)
 - K7.2 few other common verbs
- K8 basic negatives (e.g. I don't like; I'm not going)
- K9 a few common instructions (e.g. Turn right! Stop!)
- K10 a small number of questions (e.g. What is your name? When? How much? Are you...? Can I...? Can you...?)

Non-verbal cultural conventions

- K11 key non verbal polite conventions (greeting, spatial distance, touch, eye contact)

Reference sources

- K12 how to use reference sources to find out or check meaning or accuracy (e.g. glossaries, dictionaries, phrase books, basic on-line resources)

PREDICTABLE

Vocabulary

- K1 simple set phrases and common words/signs in everyday use
- K2 common words/signs used in your work
- K3 simple everyday connectors (and, but, also)
- K4 common set phrases expressing politeness (e.g. introductions and greetings, forms of address, leave-taking, mealtime conventions)
- K5 days of the week, months, time; yesterday, today and tomorrow
- K6 simple numerical terms (e.g. 1-100, prices, 24 hour clock, dates)

Grammatical forms

- K7 some common verbs (I /you/he/she/they ...)
- K8 simple ways to distinguish past, present and future events (e.g. using 'yesterday', or verb forms if appropriate)
- K9 simple ways to make positive and negative statements

K10 common questions (e.g. Where? What time? Why? How many? What? Do you...?)

K11 simple ways to:

K11.1 give an opinion (e.g. It's good! I like/prefer)

K11.2 ask permission ('Please can I?')

K11.3 give orders or instructions ('Sit down! This way! Look!')

Non-verbal cultural conventions

K12 Key non verbal polite conventions (greeting, spatial distance, touch eye contact)

Reference sources

K13 How to use reference sources to find out or check meaning or accuracy (e.g. glossaries, dictionaries, phrase books, simple on-line resources)

ROUTINE

Vocabulary

K1 everyday vocabulary

K2 common words/signs and set phrases used in your work

K3 a range of everyday connectors (e.g. 'and, but, then, because, so')

K4 polite ways to express:

K4.1 forms of address, greeting, leave-taking; mealtime conventions

K4.2 feelings (wishes, gratitude, regret, apology)

K4.3 agreement and disagreement

K5 routine numerical terms (e.g. all numbers, time, dates, quantity)

Grammatical forms

K6 the most common ways to express past, present and future

K7 positive and negative statements

K8 all common question words/signs and common ways to ask questions ('Did you? Have you?')

K9 common ways to ask permission (can, must) and give instructions (what to do and what not to do)

Cultural conventions

K10 key everyday non verbal polite conventions (greeting, spatial distance, touch, eye contact)

Reference sources

K11 how to use and check reference sources to find out or confirm meaning or accuracy (e.g. glossaries, phrase books, dictionaries, verb tables, simple on-line resources)

VARIED

Vocabulary

- K1 a broad general vocabulary and key work-related terms
- K2 a range of ways to link ideas and help clarity and fluency such as:
 - K2.1 connectors (conjunctions: e.g. 'although', 'as long as'; adverbs: e.g. 'however', and enumerators: e.g. 'firstly')
 - K2.2 pronouns
- K3 a range of different forms of address, greeting, leave-taking and other polite conventions to suit different occasions and degrees of formality
- K4 ways to express feeling (e.g. wishes, gratitude, regret, apology, annoyance)
- K5 numerical terms (e.g. all numbers, fractions, statistics) and ways to talk about them

Grammatical forms

- K6 how to express the present, past, future and conditional (e.g. 'I would go...')
- K7 how 'can, must, could, should and would' are expressed in this language
- K8 negatives, question forms and a range of commonly used grammatical structures
- K9 how to ask permission and give instructions with varying formality and politeness
- K10 a range of complex sentence combinations, of which some may be learned as set phrases

Cultural conventions

- K11 most common spoken/signed and non verbal polite conventions (gestures, spatial distance, touch, eye contact)

Reference sources

- K12 how to make effective use of relevant language reference sources (e.g. dictionaries, thesauruses, grammar books, on-line resources)

EXTENDED

Vocabulary

- K1 a broad general vocabulary and the technical language related to your work
- K2 a wide range of ways to link ideas and help clarity and fluency such as:
 - K2.1 most connectors (conjunctions: e.g. 'unless', 'except that', 'while'; adverbs: e.g. 'yet', 'consequently', 'in addition')
 - K2.2 all pronouns
- K3 a wide range of different forms of address, greeting, leave-taking and other polite conventions to suit different occasions and degrees of formality

- K4 ways to express feelings (e.g. wishes, gratitude, regret, apology, annoyance, criticism)
- K5 all numerical terms (e.g. numbers, fractions, percentages) and ways to talk about them

Grammatical forms

- K6 all commonly used verb forms, positive and negative:
 - K6.1 all tenses or ways to show time frames
 - K6.2 all aspects if applicable (e.g. in English I work/I am working)
 - K6.3 all voices and moods if applicable (e.g. passive; subjunctive)
 - K6.4 how to express: 'will, would, can, could, should, may, might, ought; will have, could have, should have, etc
- K7 most commonly used grammatical structures, including those which are complex
- K8 alternative terms and structures which modify style and register for different audiences and contexts

Cultural conventions

- K9 All common spoken/signed and non verbal polite conventions (facial expression and gestures, spatial distance, touch, eye contact)

Reference sources

- K10 How to make effective use of relevant language reference sources (e.g. bilingual and monolingual dictionaries, thesauruses, grammar books, on-line resources)

COMPLEX

Vocabulary

- K1 vocabulary to deal with most matters within your area of work
- K2 current colloquialisms used in business and social contexts
- K3 a wide range of less commonly-used technical terms relevant to your area of work
- K4 most ways to link ideas, make your argument easier to follow and help clarity, precision and fluency
- K5 a wide range of different forms of address, leave taking and other polite conventions to suit different occasions and degrees of formality
- K6 ways to express all feelings
- K7 all numerical terms and ways to discuss numerical data

Grammatical forms

- K8 all verb forms in normal use
- K9 all grammatical structures, except the most complex or obscure
- K10 a wide range of alternative terms and structures which express standard, colloquial, formal and informal registers

Cultural conventions

K11 all spoken/signed and non verbal cultural conventions (facial expression and gestures, spatial distance, touch, eye contact, tone)

Reference sources

K12 how to make effective use of relevant language reference sources (e.g. bilingual and monolingual dictionaries, thesauruses, advanced grammar manuals, on-line resources)

COMPLEX AND SPECIALIST

Vocabulary

K1 vocabulary to deal with all matters within your area of expertise, and other matters as they become necessary in the course of your work

K2 a full range of devices to make your language clear, precise and fluent

K3 current colloquialisms used in business and social contexts

K4 an extensive range of idioms and expressions to convey shades of meaning

K5 all numerical terms and ways to discuss numerical data

Grammatical forms

K6 all grammatical forms and sentence structures unless rare or archaic

K7 how to choose the right vocabulary and structures to express standard, colloquial, formal and informal registers

Cultural conventions

K8 all spoken/signed and non verbal cultural conventions (facial expression and gestures, spatial distance, touch, eye contact, tone)

Reference sources

K9 how to make effective use of all relevant general and specialist language reference sources

Additional Information

Scope/range related to knowledge and understanding

Write basic text in limited, familiar working situations

You can do this:

1. writing clearly enough to be understood
2. in a small number of familiar situations
3. using a limited range of basic words and key phrases

Write predictable text in familiar work situations

You can do this:

1. writing clearly enough to be understood
2. in familiar situations
3. using simple language

Write routine text in familiar, everyday work situations

You can do this:

1. writing clearly enough to be understood
2. in everyday social and work situations
3. combining set phrases and familiar, everyday language

Write varied text on a range of work topics

You can do this:

1. writing clearly and accurately enough to be easily understood
2. in a range of work and social situations
3. using a variety of expressions and sentence structures

Write extended text on a range of work topics

You can do this:

1. writing accurately, clearly and mainly fluently
2. in a wide range of work and social situations
3. using some complex language when needed

Write complex text on a wide range of work topics

You can do this:

1. writing accurately and fluently
2. in most relevant work and social situations
3. using complex language where needed

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Write complex and specialist text on all relevant work topics

You can do this:

1. writing accurately and fluently
2. in all relevant work and social situations
3. using a full range of language

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Write

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Relevant occupations Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Microfilm and Microfiche Technician; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; Language, literature and culture; Languages, literature and culture of the; Other languages, literature and culture; Linguistics; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Re; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Services; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Records; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Skilled

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Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment Trades; Printing Trades; Food Preparation Trades; Skilled Trades NEC; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Sales Related Occupations; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Operatives; Construction Operatives; Transport Drivers and Operatives; Mobile Machine Drivers and Operatives; Elementary Occupations; Elementary Agricultural Occupations; Elementary Construction Occupations; Elementary Process Plant Occupations; Elementary Goods Storage Occupations; Elementary Administration Occupations; Elementary Personal Services Occupations; Elementary Cleaning Occupations; Elementary Security Occupations; Elementary Sales Occupations; Transport Associate Professionals; Legal Associate Professionals; Business and Finance Associate Professionals; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professionals

Suite

UK Occupational Language Standards 2010

Key words

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